

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						28d.2 Develop Practice Guide for CC for staff and families. 28d.3 Implement changes in CC practice.	28d.2 CC Practice Guide for staff and CC Guidebook for families 28d.3 FCR Program Quarterly Report	28d.2 July 2005 28d.3 Implemented October 2005	28d.2 July 2005 28d.3 October 2005		
				28e. Establish a State Level Task Force in collaboration with CIP to identify barriers to timely termination of parental rights and to develop solutions for barriers at various points in the TPR process.	DFCS Division Director Placement Unit Director CIP	28e.1 State Level Task Force established and meetings initiated. 28e.2 Draft recommendations regarding possible legislative changes such as improvement to the Foster Care Review statutory process. 28e.3 Recommendations presented to Sr. Mgt. & community partners for input and revisions. 28e.4 Present recommendations to MDHS Executive Director for legislative action.	28e.1 List of members Minutes of meetings 28e.2 Written recommendations 28e.3 Revised recommendations 28e.4 Proposal for legislative changes	28e.1 February 2006 28e.2 July 2006 28e.3 September 2006 28e.4 November 2006	28e.1 28e.2 28e.3 28e.4		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
				28f. Restructure the SO Adoption Program procedures to reduce internal agency barriers to timely TPR.	Adoption Program Director	<p>28f.1 Conduct a review of existing process and procedures for handling of TPR at State Office</p> <p>28f.2 Based on review implement changes within SO procedures to improve efficient handling of TPR packets.</p> <p>28f.3 Develop process for tracking TPR once sent to AG's office until the TPR order is received in SO</p> <p>28f.4 Orient staff and implement new procedures.</p>	<p>28f.1 Recommendations for improving TPR internal process and procedures</p> <p>28f.2 Written Procedures</p> <p>28f.3 Written Procedures for tracking TPR once sent to AG</p> <p>28f.4 Written Revised Procedures and memorandum to staff.</p>	<p>28f.1 February 2006</p> <p>28f.2 February 2006</p> <p>28f.3 February 2006</p> <p>28f.4 February 2006</p>	<p>28f.1</p> <p>28f.2</p> <p>28f.3</p> <p>28f.4</p>		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
Item 29: Provides notification for foster parents, pre adoptive parents, and relative caregivers of children in foster care to be notified of, and have an opportunity to be heard in, any review or hearing held with respect to the child.	X		<p>Item 29 Goal: Improve the CC notification process for foster parents, relative caregivers and pre-adoptive parents in preparation for court review and hearings.</p> <p>Source: Revised notification form letter in MACWIS and Youth Court Hearing Summary Reports.</p>		<p>Item 29 Goal Lead: Deputy Director of MACWIS, PIP and Special Projects</p> <p>Foster Care Review Program Supervisor</p>	<p>Item 29 Benchmark: Revised notification form letter in MACWIS.</p> <p>Source: Revised notification form letter in MACWIS and Youth Court Hearing Summary Reports.</p> <p>Permanency Hearing Policy and Practice will be revised to include foster parents, pre-adoptive parents, relative placement providers, and grandparents with written notification for scheduled Permanency Hearings by August 2006.</p>	<p>Item 29 Method: MACWIS Screen Shot and Release Notes</p> <p>The FCR program staff will monitor through monthly case reviews and the monthly FCR issues report.</p>	March 2007		March 2008	
				29a. Provide facilitation training to FCR, ASWS and county social workers as part of the statewide training on FTM and CC along with the CC practice guide to improve the engagement of foster parents, pre-adoptive parents and relative caregivers in the CC.	Foster Care Review Program Supervisor	29a.1 Training completed statewide	29a.1 Training Records Evaluation Report	29a.1 April 2006 October 2006	29a.1 April 2006		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ . Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
Systemic Factor: Quality Assurance	X										
Item 30: the State has developed and implemented Quality Assurance standards		X									
Item 31: The State is operating an identifiable quality assurance system	X		Item 31 Goal: The state will have in place an identifiable quality assurance system that includes FCCR, Supervisory Case Review and MACWIS reports and will utilize this information to improve practice Source: Foster Care Review, Supervisory Review and MACWIS Reports		Item 31 Goal Lead: Deputy Director of MACWIS, PIP and Special Projects MACWIS Unit Regional Directors/ASWS Deputy Director of Support Foster Care Review Program Supervisor	Item 31 Benchmark: The state will implement the revised FCR instrument and process and utilize reports to inform practice. The state will implement the supervisory case review instrument in MACWIS and use reports to inform practice. The state will implement the Progress Reporting System including progress on targeted MACWIS reports for the field. The targeted MACWIS Reports will include: the Timeliness Report, the Family Team Meeting Report, and the ASFA Report (15 of 22 months)	Item 31 Method: First FCR Quarterly Report = October 2005 First MACWIS Supervisory Review Report = December 2007 First RD Quarterly Progress Report = May 2007	March 2007		March 2008	

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
				31a. Implement the supervisory case review instrument and process for in-home and custody cases. Utilize MACWIS Supervisory Review Reports to inform and improve practice.	Region I Regional Director Supervisory Workgroup	31a.1 Narrative type added to MACWIS to include "Supervisory Administrative Review" 31a.2 Develop MACWIS report to pull case review data pertaining to "Supervisory Administrative Review" type report 31a.3 Supervisory Review Committee to revise MDHS – SS -408 Supervisory Administrative Review form to include in-home case information to be integrated into MACWIS 31a.4 MACWIS System Requirements Document completed and shared with Supervisory Review Committee.	31a.1 MACWIS Report and MACWIS Release Notes 31a.2 MACWIS Supervisory Report 31a.3 Revised Supervisory Administrative Review form for both in-home and custody cases 31a.4 MACWIS System Requirements Document	31a.1 July 2005 31a.2 June 2007 31a.3 August 2005 31a.4 June 2006	31a.1 May 2005 31a.2 31a.3 August 2005 31a.4		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						31a.5 Change tickler from ISP due at 3 month to supervisory administrative review tickler to be sent to ASWS at two months and RD if not completed at 3 months to monitor supervisory reviews.	31a.5 MACWIS Release note	31a.5 December 2006	31a.5		
						31a.6 MACWIS System Requirements Documents designed, developed and tested for implementation in MACWIS.	31a.6 MACWIS Work Plan	31a.6 October 2006	31a.6		
						31a.7 Supervisory Administrative Review Concise Practice Guide Completed	31a.7 Practice Guide	31a.7 April 2007	31a.7		
						31a.8 Training provided to ASWS on Supervisory Case Review, Practice Guide & MACWIS.	31a.8 Training records	31a.8 May 2007	31a.8		
						31a.9 Release notes and concise practice guide posted on MACWIS website	31a.9 MACWIS Release Notes and Practice Guide	31a.9 May 2007	31a.9		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						31a.10 Supervisory Administrative Review deployed in MACWIS and implemented in practice.	31a.10 MACWIS Screen Shots	31a.10 December 2007	31a.10		
						31a.11 MACWIS report developed to pull case review data based on Supervisory Administrative Review.	31a.11 MACWIS Supervisory Case Review Report	31a.11 First Quarterly Report = December 2007	31a.11		
				31b. Revise and implement current Foster Care Review Instrument to be more qualitative.	Foster Care Review Program Supervisor	31b.1 Draft revisions to current instrument to support CFSR outcomes and develop glossary of terms and instructions.	31b.1 Draft instrument Glossary of terms and instructions	31b.1 February 2005	31b.1 October 2005		
						31b.2 Request TA from NCWRCOI for review and feedback to improve quality of instrument.	31b.2 Feedback for draft instrument TA written comments	31b.2 February 2005	31b.2 February 2005		
						31b.3 Revise based on feedback from NCWRCOI.	31b.3 Revised draft	31b.3 April 2005	31b.3 April 2005		
						31b.4 Submit for review and feedback to Unit Director and Sr. Mgt. Staff.	31b.4 Revised draft	31b.4 April 2005	31b.4 April 2005		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						31b.5 Provide orientation to staff on new form and procedures for test and provide additional TA. 31b.6 Test new form and procedures on 1 case per region per worker for feedback and make final revisions. 31b.7 Submit revised draft instrument for final review & approval. 31b.8 Present tool to ASWS in field through Regional Staff meetings prior to implementation 31b.9 Implement revised instrument and process in all regions.	31b.5 Training record of meeting 31b.6 Recommendations from Test for final revisions or improvements. 31b.7 Approved instrument 31b.8 Regional Staff Meetings agenda and attendance records 31b.9 Quarterly Reports to Division Director, Deputies and Sr. Mgt.	31b.5 May 2005 31b.6 May 2005 31b.7 May 2005 31b.8 February 2006 31b.9 Implement = July 2005 First Quarterly Report = October 2005 Second Quarterly Report = February 2006 Third Quarterly Report = June 2006	31b.5 April 2005 31b.6 May 2005 31b.7 May 2005 31b.8 31b.9 July 2005 October 2005 February 2006 June 2006		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
				31c. Develop a tool to collect data from the FCCR Instrument that can be reported to DFCS Division Director and Bureau Director of MACWIS, PIP and Special Projects.	Foster Care Review Program Supervisor	31c.1 Develop spread sheet tool for monthly data collection and that automatically calculates percentages for monthly tallies 31c.2 Develop quarterly reporting system. 31c.3 Submit Quarterly Report.	31c.1 Spread sheet tool 31c.2 Quarterly Report Format and tools 31c.3 Quarterly Report	31c.1 June 2005 31c.2 July 2005 31c.3 First Quarterly Report = October 2005 Second Quarterly Report = February 2006 Third Quarterly Report = June 2006	31c.1 June 2005 31c.2 July 2005 31c.3 October 2005 February 2006 June 2006		
				31d. MACWIS reports will be utilized as a management tool to track progress of regions and counties to improve the accuracy of data entry and to improve the quality of practice.	Bureau Director of MACWIS, PIP and Special Projects MACWIS Unit	31d.1 Monthly distribution of regional and county data and reports distributed to RD to monitor progress within the region in reaching goals and desired outcomes.	31d.1 Monthly statistical reports	31d.1 February 2006 and on-going	31d.1		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
				31e. Implement reporting system to track improvements in practice based on targeted MACWIS Reports for the ASWS and RD to provide feedback about improvements.	Bureau Director of MACWIS, PIP and Special Projects PIP Coordinator	31e.1 Develop ASWS Monthly and RD Quarterly Progress Improvement Reports. 31e.2 Train RD and ASWS on reporting. 31e.3 Implement reporting with implementation of RAP.	31e.1 Reporting forms and instructions 31e.2 Training records 231e.3 Monthly and Quarterly Progress Improvement Reports.	31e.1 Completed = May 2005 31e.2 Completed = February 2006 31e.3 Implement ASWS report January 2007 RD Quarterly Report = May 2007	31e.1 May 2005 31e.2 February 2006 31e.3		
Systemic Factor: Training and Policy	X										
Item 32: The State is operating a staff development and training program that supports the goals and objectives in the CFSP.		X									

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
Item 33: The State provides for ongoing training for staff that addressed the skills and knowledge base needed to carry out their duties with regard to the services included in the CFSP	X		Item 33 Goal: On-going training system implemented for DFCS staff statewide. Source: Training Program Records including curricula, training records and evaluation reports		Item 33 Goal Lead: Bureau Director for Support Protection Unit Director Training Program Director	Item 33 Benchmark: On-going training curricula implemented and first full round of on-going training completed. Training needs surveys developed for distribution to staff to help in determining additional training and/or on-going training needs for caseworker and supervisory training.	Item 33 Method: First Round of On-training curricula implemented and trained statewide On-going training system fully implemented	April 2007		March 2008	
				33a. Utilize technical assistance from the NCWRCFCPPP to provide recommendations for policy, practice, and training related to FCP, FTM, and CC to improve family engagement in decision-making, assessment and case planning.	Bureau Director of MACWIS, PJP and Special Projects Protection Unit Director (Practice Lead) Training Program Director Placement Unit Director Policy Lead	33a. 1 Request TA through ACF RO and coordinate TA with NRC 33a.2 Initiate conference calls and develop plan for TA (Bureau Director) 33a.3 Initiate on-site training and technical assistance at the CWTI Annual Conference	33a.1 ACF RO written approval and confirmation from NRC 33a.2 TA Plan 33a.3 CWTI Conference Agenda TA Report from NRC	33a.1 January 2005	33a.1 January 2005		
								33a.2 March 2005	33a.2 March 2005		
								33a.3 February 2005	33a.3 February 2005		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ - Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						33a.4 Incorporate NRC recommendations into policy and practice changes for FCP, FTM, and CC. (Policy Lead and Practice Lead)	33a.4 Policy, Training Curricula and practice guides Completed FCP, FTM, CC training completed and practice guides released	33a.4 July 2005 April 2006	33a.4 August 2005 April 2006		
				33b. Utilize technical assistance from the NCWRCCPS to provide recommendations for improvement to policy, practice and training for intake, screening, and investigation response and to develop training statewide.	Deputy Director of MACWIS, PIP Protection Unit Director/Practice Lead Placement Unit Director Policy Lead	33b.1 Request TA through ACF RO and coordinate TA with NRC 33b.2 Initiate conference calls and develop plan for TA (Deputy Director) 33b.3 Initiate on-site training and technical assistance at the CWTI Annual Conference (Protection Unit Director and Training Program Director) 33b.4 Incorporate NRC and Policy and Practice Workgroup recommendations into policy and practice changes for intake, screening, and investigation response. (Policy Lead)	33b.1 ACF RO written approval and confirmation from NRC 33b.2 TA Plan 33b.3 CWTI Conference Agenda TA Report from NRC 33b.4 Revised Policy Concise Practice Guides and related Training Curricula	33b.1 January 2005 33b.2 March 2005 33b.3 February 2005 33b.4 November 2006	33b.1 January 2005 33b.2 March 2005 33b.3 February 2005 33b.4		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						33b.5 Implement recommendations from NRC and Policy and Practice Workgroup as part of statewide training and release practice guides. (Training Program Director)	33b.5 Training curricula Trained statewide and practice guides released Training Evaluation Report	33b.5 April 2007 October 2007	33b.5		
				33c. Develop and implement Level 2 On-going training curricula and concise practice guides based on the three skill areas of Assessment, Case Planning and Family/Community Engagement in coordination with policy revisions.	Protection Unit Director Training Program Director	33c. 1 Obtain and coordinate T/TA from the NRCS to assist with the development of curricula, practice guides, TOT and policy revisions for the on-going training system. 33c.2 (ASSESSMENT) Curricula, concise practice guide, and TOT materials Assessment including Safety and Risk Assessment developed in coordination with TA and policy revisions. 33c.3 (ASSESSMENT) Train the trainers completed	33c.1 T/TA Reports Training Report Training materials 33c.2 Curricula, Guide, TOT materials 33c.3 Training Records	33c1 Initiate T/TA= December 2006 33c.2 Developed = December 2006 33c.3 Completed = February 2007	33c.1 33c.2 33c.3		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1 Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			2 Goal/ Negotiated measure/ Percent of Improvement	3 Action Steps	4 Assignment (person/Unit responsible)	5 Benchmarks Toward Achieving Goal	6 Method of Measuring Improvement	7 Benchmarks' Dates of Achievement		8 Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						33c.4 (ASSESSMENT) RD and Training staff partners to provide drill down training for ASWS and county staff per region.	33c.4 Regional Training and attendance records Evaluation Results	33c.4 Completed = June 2007 Evaluation = January 2008	33c.4		
						33c.5 (CASE PLANNING) Curricula, concise practice guide, and TOT materials for Case Planning including ISPs, Caseworker Visitation, Concurrent Permanency Planning & IL Transitional planning for youth developed in coordination with policy revisions.	33c.5 Curricula, Guide, TOT materials	33c.5 Developed = December 2006	33c.5		
						33c.6 Train the trainers completed	33c.6 Training records	33c.6 Completed = February 2007	33c.6		
						33c.7 RD and Training staff partners to provide training for ASWS county staff per region.	33c.7 Training records	33c.7 Training Completed = April 2007 Evaluation Report = October 2007	33c.7		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						33c.8 (FAMILY & COMMUNITY ENGAGEMENT) Curricula, concise practice guide, and TOT materials for Family & Community Engagement including FTM & CC and working with community groups, in coordination with policy revisions.	33c.8 Curricula, Guide and TOT materials	33c.8 Developed = July 2005	33c.8 August 2005		
						33c.9 Train the trainers completed	33c.9 Training records	33c.9 Completed = December 2005	33c.9 December 2005		
						33c.10 RD and Training staff partners to provide drill down training for ASWS and county staff per region.	33c.10 Training records Evaluation Results	33c.10 Training Completed = April 2006 Evaluation Report = October 2006	33c.10 April 2006		
						33c.11 Revise the Level 1 Intensive core training to be consistent with changes in practice based on training and policy changes.	33c.11 Revised Intensive Curricula	33c.11 Revised = March 2007 and then annually	33c.11		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/- Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						33c.12 Utilize evaluation summary results from on-going training evaluation to continuously inform & identify staff training needs; to upgrade existing curricula; to improve trainings; and for annual planning.	33c.12 Compiled evaluation results	33c.12 Annual revisions to Training IVB & IVE plan = May 2005 & November 2006 & November 2007	33c.12 June 2005		
				33d. Coordinate with IV-E CWTI to provide on-going training curricula for specialized areas including substance abuse, domestic violence, working with the courts and other targeted areas.	Bureau Director of Support Protection Unit Director Training Program Director	33d.1 CWTI will implement through regionally based colleges or universities for regionally based training sessions. 33d.2 CWTI Training evaluation results submitted. 33d.3 Develop a training needs survey for distribution to all staff to determine additional and/or on-going training needs for pre-service and on-going caseworker training and for specialized staff training needs. 33d.4 Distribute survey to all staff.	33d.1 Training and attendance records 33d.2 Training evaluation 33d.3 Survey 33d.4 Distribution Memo and Survey Results	33d.1 Completed = June 2005 33d.2 July 2005 33d.3 November 2006 33d.4 January 2007, and annually thereafter	33d.1 June 2005 33d.2 July 2005 33d.3 33d.4		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						33d.5 Evaluate survey results and determine staff ongoing training needs, as well as needed new curriculums and/or modifications to existing curriculums. 33d.6 DFCS Training Unit will assume responsibility for on-going training and will begin training with the topic "Family Violence for Child Welfare Workers." 33d.7 Train the Trainers completed. 33d.8 Statewide/Regional Training completed	33d.5 Analysis of Need Report 33d.6 Training Materials 33d.7 Training Records 33d.8 Training Records	33d.5 April 2007 33d.6 January 2007 33d.7 Training Completed = March 2007 33d.8 Training Completed = May 2007, and annually	33d.5 33d.6 33d.7 33d.8		
				33e. Develop and implement Level 1 Intensive supervisory curricula for all new supervisors.	Training Program Director Region 1 Regional Director Supervisory Training Workgroup PIP Coordinator	33e.1 Establish Supervisory Training Workgroup to develop supervisory training system.	33e.1 List of Workgroup	33e.1 Initiated = August 2005	33e.1 September 2005		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						<p>33e.2 Access T/TA to assist workgroup in the evaluation of existing supervisory training curricula and the development of a Supervisory Training system.</p> <p>33e.3 Develop a supervisory training needs survey for RD, ASWS, and Program Managers to determine additional and/or on-going supervisory training needs for Level I and Level II Supervisory Training.</p> <p>33e.4 Distribute survey to all RD, ASWS, and Program Managers.</p> <p>33e.5 Evaluate survey results and determine ongoing training supervisory training needs, as well as new curriculums and/or modifications to existing curriculums.</p> <p>33e.6 Develop Level 1 Intensive Supervisory training curricula and evaluation</p>	<p>33e.2 TA provided</p> <p>Evaluation</p> <p>33e.3 Survey</p> <p>33e.4 Distribution Memo and Survey Results</p> <p>33e.5 Analysis of Needs Report</p> <p>33e.6 Curricula and evaluation</p>	<p>33e.2 Initiate T/TA = May 2006</p> <p>Evaluation of curricula = November 2006</p> <p>33e.3 November 2006</p> <p>33e.4 January 2007, and annually thereafter</p> <p>33e.5 April 2007</p> <p>33e.6 Dev. = March 2007</p>	<p>33e.2</p> <p>33e.3</p> <p>33e.4</p> <p>33e.5</p> <p>33e.6</p>		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						33e.7 Curricula and evaluation submitted to Supervisory Workgroup and the Regional Directors for approval. 33e.8 Develop a Level I Intensive Supervisory Training Concise Guide 33e.9 Train the trainers completed. 33e.10 Implement a continuous process for Level I Intensive Supervisory Training for all new supervisors	33e.7 Approved curricula and evaluation 33e.8 Concise Guide 33e.9 Training records and materials 33e.10 Regional Training Records	33e.7 Presented = March 2007 Approved = April 2007 33e.8 August 2007 33e.9 September 2007 33e.10 Implement = October 2007 and on-going	33e.7 33e.8 33e.9 33e.10		
				33f. Develop and implement Level II Advanced Supervisory Training for all Supervisors	Training Program Director Region I Regional Director Supervisory Training Workgroup PIP Coordinator	33f.1 Develop Level II Advanced Supervisory Training curricula and evaluation 33f.2 Curricula and evaluation submitted to Supervisory Workgroup and the Regional Directors for approval 33f.3 Train the trainers	33f.1 Curricula and evaluation 33f.2 Approved curricula and evaluation 33f.3 Training records	33f.1 March 2007 33f.2 Presented = March 2007 Approved = April 2007 33f.3 May 2007	33f.1 33f.2 33f.3		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						completed	and materials				
						33f.4 Implement a continuous process for Level II Advanced Supervisory training for all supervisors.	33f.4 Regional Training Records	33f.4 June 2007	33f.4		
						33f.5 Develop a supervisory training needs survey for RD, ASWS, and Program Managers to determine additional and/or on-going supervisory training needs for Level I and Level II Supervisory Training.	33f.5 Survey	33f.5 November 2006	33f.5		
						33f.6 Distribute survey to all RD, ASWS, and Program Managers.	33f.6 Distribution Memo and Survey Results	33f.6 January 2007, and annually thereafter	33f.6		
						33f.7 Evaluate survey results and determine ongoing training supervisory training needs, as well as new curriculums and/or modifications to existing curriculums.	33f.7 Analysis of Needs Report	33f.7 April 2007	33f.7		
				33g. Make Training schedule easily accessible to field.	Training Program Director	33g.1 Schedule posted on MACWIS website	33g.1 Training Schedule	33g.1 June 2005	33g.1 November 2005		
						33g.2 DFCS Master	33g.2 Training Schedule	33g.2 March 2006	33g.2 March 2006		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/- Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						Training Schedule revised and updated.					
				33h.Restructure Volume IV policy manual by separating practice and policy and developing a useable policy manual and corresponding practice guides that are consistent with training.	Placement Unit Director / Policy	<p>33h.1 Coordinate Technical Assistance from NRCFCPP and NRCCPS to assist with the development of policy in coordination with the on-going training system and concise practice guides.</p> <p>33h.2 Separate existing Policy & Practice in preparation for policy work.</p> <p>33h.3 Practice and Policy workgroup and committees to develop recommendations for policy revisions targeting the areas of assessment, case planning and family/community engagement and submit to Policy Lead and Practice Lead.</p>	<p>33h.1 T/TA Report</p> <p>33h.2 Policy Materials Practice Materials</p> <p>33h.3 Written recommendations Based on targeted areas</p>	<p>33h.1 Initiated = January 2005</p> <p>33h.2 February 2005</p> <p>33h.3 Family Engagement = September 2006</p> <p>Intake, Screening and Response = September 2006</p> <p>Assessment = September 2006</p> <p>Case Planning = September 2006</p>	<p>33h.1 January 2005</p> <p>33h.2 February 2005</p> <p>33h.3</p>		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						33h.4 Policy for Assessment, Case Planning and Family/Community Engagement.	33h.4 Draft Policy	33h.4 Family Engagement = December 2006 Investigation = December 2006 Assessment = December 2006 Case Planning = December 2006	33h.4		
						33h.5 Revised draft based on input for final review and comment.	33h.5 Draft policy revisions	33h.5 Family Engagement = January 2007 Investigations = January 2007 Assessment = January 2007 Case Planning January 2007	33h.5		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						33h.6 Finalize policy	33h.6 Final Policy	33h.6 Family Engagement = February 2007	33h.6		
						33h.7 Submit Policy for approval through MDHS procedures and channels.	33h.7 Documentation of Official Approval	Investigations = February 2007 Assessment = February 2007 Case Planning = May 2007			
Item 34: The State provides training for current and prospective Foster parents, adoptive parents and staff of State licensed or approved facilities.	X		Item 34 Goal: State will have a system for on-going training for licensed foster homes, relatives and adoptive parents. Source: Adoption and Licensure policy, procedures and training resources		Item 34 Goal Lead: Adoption Program Director Licensure Program Director	Item 34 Benchmark: State will have implemented revised pre-service training curricula for prospective foster parents, adoptive parents, and relatives. Source: Revised Pre-service curricula and training records	Item 34 Method: Revised pre-service curricula and training records Adoption and Licensure policy, procedures and training resources	March 2007		March 2008	

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
				34a. Access T/TA from Adopt US Kids to "train trainers" pairing resource families with staff to provide training for responding to the call from prospective foster and adoptive families.	Adoption Director and Licensure Director	34a.1 "Train the trainer" completed	34a.1 Training records	34a.1 August 2006	34a.1		
				34b. Coordinate with IVE CWTI to develop and implement on-going training for foster and adoptive parents for identified specialized areas.	Protection Unit Director Training Program Director Licensure & Adoption Units Sec 6g	34b.1 CWTI implement through regionally based training sessions. 34b.2 Training evaluation results submitted. 34b.3 DFCS will conduct an annual statewide survey of Resource Families needs. 34b.4 A yearly calendar of resource trainings, based on the survey findings will be posted on the MACWIS website. 34b.5 Links to on-line resource families training sites on DHS website will be established.	34b.1 Training and attendance records 34b.2 Training Evaluation 34b.3 Survey results 34b.4 MACWIS web screen shots 34b.5 Screen shots	34b.1 Completed = June 2005 34b.2 July 2005 34b.3 April 2007, and annually thereafter 34b.4 August 2007 34b.5 April 2007	34b.1 June 2005 34b.2 July 2005 34b.3 34b.4 34b.5		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1 Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			2 Goal/ Negotiated measure/ Percent of Improvement	3 Action Steps	4 Assignment (person/Unit responsible)	5 Benchmarks Toward Achieving Goal	6 Method of Measuring Improvement	7 Benchmarks' Dates of Achievement		8 Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						34b.6 Seven regional quarterly support group meetings, with approved training hours, will be offered. 34b.7 Coordinate with private providers to offer additional trainings based on survey results, or regional support group requests. 34b.8 Provide yearly conference training opportunities to resource parents selected as regional trainers.	34b.6 Agendas and training materials 34b.7 List of private providers, training topics, and schedule. 34b.8 Agendas, training materials	34b.6 April 2007 34b.7 August 2007 34b.8 August 2007, and annually thereafter	34b.6 34b.7 34b.8		
				34c. Access T/TA from the National Child Welfare Resource for Special Needs Adoption and the NCWRCFCPPP to enhance the current pre-service training curricula to address the roles of foster and adoptive families in working as team members and based on programmatic changes to policy and practice	Adoption Director Licensure Director	34c.1 T/TA to review and enhance PATHS curriculum based on dual certification and foster/adopt families role as team members with DFCS and working with birth families.	34c.1 Revised Curriculum	34c.1 August 2006	34c.1		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
				34d. Develop a plan to address the unique resource needs for new children entering care in Harrison, Hancock and Jackson counties.	Director of Field Operation Region 6 South Regional Director Region 6 South ASWSs	34d.1 Convene a workgroup to identify the unique needs of the Coastal counties, and develop priorities to address the identified needs. 34d.2 Identify internal and external resources that can be engaged. 34d.3 Formalize plan to address the needs of children entering care, and implement plan.	34d.1 List of Workgroup members, the identified needs, and the priorities. 34d.2 Identified resources. 34d.3 Formalized Plan	34d.1 October 2006 34d.2 November 2006 34d.3 January 2007	34d.1 34d.2 34d.3		
Systemic Factor: Service Array	X										
Item 35 The State has in place an array of services that assess the strengths and needs of children and families to determine service needs and to address identified needs	X		Item 35 Goal: Increase targeted state & county level collaborative efforts and partnerships to improve coordination & access to existing services statewide.		Item 35 Goal Lead: DFCS Division Director Deputy Director of Support	Item 35 Benchmark: Targeted Partners identified and written agreements developed.	Item 35 Method: List of partnerships established: Written Agreements in place Agendas and minutes of meetings	March 2007		March 2008	
				35a.1 In partnership with the Dept. of MH research feasibility of expanding MAP Teams and	DFCS Deputy Director of Support	35a1 Model MAP Team Identified	35a.1 List of MAP Team and identified Model Team	35a.1 August 2006	35a.1		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1 Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			2 Goal/ Negotiated measure/ Percent of Improvement	3 Action Steps	4 Assignment (person/Unit responsible)	5 Benchmarks Toward Achieving Goal	6 Method of Measuring Improvement	7 Benchmarks' Dates of Achievement		8 Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
				developing consistent protocol for family involvement.		35a.2 Research for funding conducted as a collaborative effort between MDHS & MDMH for MAP Team expansion. 35a.3 Partner with MDMH to determine feasibility of expanding MAP Teams 35a.4 Draft structured protocol for family involvement in MAP Teams 35a.5 Protocol Implemented for each established MAP Team	35a.2 Funding Opportunities Identified 35a.3 If feasible MOU - Minutes of Meeting 35a.4 Protocol 35a.5 MDMH MAP Team Report	35a.2 August 2006 35a.3 September 2006 35a.4 December 2006 35a.5 June 2007	35a.2 35a.3 35a.4 35a.5		
				35b. Expand CJA Multi-disciplinary Teams to all counties and replicate effective models on a statewide basis.	CJA Sub-grantees DFCS Prevention Unit Director	35b.1 Identify counties with MDTS 35b.2 Evaluate MDTS to identify effective model(s) in the community for replication. 35b.3 Statewide protocol for MDT's developed 35b.4 Train MDTS on Protocol	35b.1 MDT Listing 35b.2 Evaluation Results 35b.3 Statewide Protocol 35b.4 Training Records	35b.1 April 2005 35b.2 January 2007 35b.3 May 2005 35b.4 June 2007	35b.1 April 2005 35b.2 35b.3 May 2005 35b.4		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ . Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						35b.5 Protocol implemented.	35b.5 CJA sub-grantee Monthly reports	35b.5 June 2007	35b.5		
				35c. Improve the effectiveness and impact of Project Homestead County Task Forces on the community to improve local service array and delivery of services.	DFCS Prevention Unit Director Project Homestead Program Coordinator	35c.1 Programmatic evaluation of effectiveness of existing Project Homestead County Task Forces. 35c.2 Rename and implement changes to current Project Homestead Program based on evaluation results. 35c.3 Expand Program into seven counties, at least one per region. 35c.4 Prioritize and target areas of the State that are known to have limited access of services and conduct the service inventory to assess county service array and identified service needs.	35c.1 Evaluation Results 35c.2 Program Guidelines 35c.3 Monthly Coordinator Reports 35c.4 Service Inventory Results/Report	35c.1 August 2005 35c.2 October 2006 35c.3 March 2007 35c.4 January 2007 & Annually	35c.1 September 2005 35c.2 35c.3 35c.4		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						35c.5 Based on these targeted counties and the service inventory results, Coordinators will work with the coalition to develop and implement an annual plan to address the findings and improve the local service delivery.	35c.5 State Level Report and copies of the Coalition Annual Plans on file	35c.5 January 2007 & Annually	35c.5		
				35d. Stabilize and support existing Project Homestead Network Coordinators.	DFCS Prevention Unit Director Project Homestead Program Coordinator	35d.1 Programmatic Assessment completed to determine methods to stabilize and support nine (7) Network Coordinators for Project Homestead. 35d.2 Staff meetings utilized to review results and monitor progress in stabilizing Coordinators and improving the effectiveness of program.	35d.1 Assessment Results 35d.2 Agenda and minutes from staff meetings	35d.1 May 2005 35d.2 May 2007 and on-going	35d.1 May 2005 35d.2		
				35e. Enhance and expand foster and adoptive parent support groups and services.	Licensure Unit Adoption Program RDs and ASWSs	35e.1 Current active foster and adoptive parent support groups and providers of support services identified statewide.	35e.1 List of support groups and providers	35e.1 June 2006	35e.1		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						<p>35e.2 Use information from research to develop a directory of foster and adoptive parent support groups and service providers and make available to families.</p> <p>35e.3 Licensure and Adoption staff will partner with Adopt US Kids, foster & adoptive families and service providers to target areas of the state without access to a support group and plan efforts to expand coverage as part of the Statewide targeted Recruitment and Retention Plan.</p> <p>35e.4 Provide T/TA to support groups and service providers on how to develop support services for foster and adoptive families through collaborative efforts and partnerships with local community stakeholders.</p>	<p>35e.2 Resource Directory</p> <p>35e.3 Statewide Recruitment and Retention Plan and Quarterly Progress Reports on Plan</p> <p>35e.4 Record of T/TA provided by Licensure and Adoption staff</p>	<p>35e.2 November 2006</p> <p>35e.3 Quarterly Report = July 2006 (covering period April-June 2006) and then quarterly thereafter</p> <p>35e.4 July 2006</p>	<p>35e.2</p> <p>35e.3</p> <p>35e.4</p>		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
				35f. Engage current foster and adoptive parent support groups and service providers to provide technical assistance to newly created support groups or foster and adoptive parents interested in starting groups.	Licensure Unit Adoption Program RDs and ASWSs	35f.1 "Interest Survey" developed to identify interested groups or service providers. 35f.2 Survey disseminated to Foster/Adoptive parent and service providers 35f.3 Results of survey compiled to determine the interest level for a foster/adoptive parent support groups and service providers.	35f.1 Survey completed 35f.2 Distribution List 35f.3 Report of results	35f.1 January, 2006 35f.2 March 2006 35f.3 May 2006	35f.1 35f.2 35f.3		
				35g. Offer workshop provided by members of effective Foster and Adoptive Parent Support Groups at the Annual Lookin to the Future Conference.	Licensure Unit Adoption Unit Training Unit	35g.1 Agreement from Lookin to the Future Conference Planning Committee to add workshop to conference agenda. 35g.2 Support provided to presenters to develop training presentation and materials for workshop. 35g.3 Workshop provided	35g.1 Workshop description and approval 35g.2 Presentation and handouts 35g.3 Workshop evaluation report	35g.1 March 2005 35g.2 May 2005 35g.3 July 2005	35g.1 October 2005 35g.2 October 2005 35g.3 July 2005		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
				35h. Research available technical assistance and resource materials available for Foster/Adoptive Parent interested in establishing a Statewide or Regional Foster or Adoptive Parent Association.	Licensure Unit Adoption Unit	35h.1 Research completed.	35h.1 Report from research completed and available resource material obtained for distribution.	35h.1 August 2005	35h.1 August 2005		
				35i. Establish more collaborative efforts and partnerships between local DFCS offices and available Families First Resource Centers and other community-based providers funded through MDHS.	Bureau Director of Support DFCS Prevention Unit Director	35i.1 Listing of all available community-based services funded through MDHS developed. 35i.2 List distributed to all regions, ASWSs, counties and field staff	35i.1 Provider list completed 35i.2 Distribution list and memo	35i.1 August 2005 35i.2 April 2005	35i.1 August 2005 35i.2 August 2005		
				35j. RDs & ASWSs develop community relationships and support MDHS service providers and other community based groups like Project Homestead, County Task Forces and parent support groups.	RDs and ASWSs	35j.1 Improved utilization of MDHS providers by agency staff and clients. 35j.2 Evaluation of quality of services by RDs and ASWSs by April of each grant period. 35j.3 Improved visibility of DFCS staff support for service providers and community based groups.	35j.1 Sub-grantee monthly reports 35j.2 Annual Service Reports 35j.3 Weekly Activity Reports	35j.1 May 2005 then on-going 35j.2 May 2005 then annually May 2006 May 2007 35j.3 May 2005 and on-going June 2006	35j.1 May 2005 35j.2 June 2005 July 2006 35j.3 June 2005 June 2006		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
				35k. Continue DFCS participation with the Interagency Coordinating Council for Children and Youth (ICCCY) and the Interagency Systems of Care Council (ISCC) to address and improve mental health services to SED (seriously emotionally disturbed) children and youth. ICCCY meets biannually and is comprised of the executive directors of all agencies who provide services to children and is mandated by state legislation. ISCC meets quarterly and is comprised of middle managers from each of the mandated ICCCY agencies. ISCC develops priorities and strategy plans for ICCCY approval regarding coordination and collaboration among the agencies.	DFCS Division Director Placement Unit Director	35k.1 Continue to attend all ICCCY biannual meetings to have input into priorities and strategies to improve coordination among agencies. 35k.2 Actively participate in quarterly ISCC meetings with middle managers from other agencies to develop priorities and strategies to submit to ICCCY for improved coordination and collaborative efforts among the agencies.	35k.1 Meeting agenda and materials 35k.2 Meeting agenda and materials.	35k.1 Biannual August 2006 December 2006 2007 Dates = TBD 2008 Dates = TBD 35k.2 Quarterly -- November 2005 February 2006 and on-going	35k.1 35k.2 November 2005 February 2006		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks* Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
				351. Conduct a needs assessment in Harrison, Hancock and Jackson counties.	DFCS Division Director Director of Field Operations Region 6 South Regional Director	351.1 Request assistance of appropriate NCWRCs to assist with needs assessment 351.2 Conduct initial planning meeting with NCWRCs. 351.3 Utilize MACWIS Reports to review data and compare to area and state prior to Hurricane Katrina. 351.4 Utilize the T/A of the NCWROCI, NCWRCCPP, and the NCRC on Data and Technology in conjunction with the Mississippi Children's Home Society to conduct a stakeholders meeting of both internal and external stakeholders to evaluate the current status of the affected coastal counties. 351.5 Develop a formalized needs assessment.	351.1 Request and confirmation from NCWRC. 351.2 Agenda and minutes of Meeting. 351.3 Comparison Report 351.4 List of stakeholders, meeting agenda, and minutes of meeting. 351.5 Needs Assessment	351.1 March 2006 351.2 April 2006 351.3 May 2006 351.4 June 2006 351.5 July 2006	351.1 351.2 351.3 351.4 351.5		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
				35m. Development of a Coastal Recovery Plan.	DFCS Division Director Director of Field Operations Region 6 South Regional Director	35m.1 Recommendations for a Coastal Recovery Plan submitted by the National Child Resource Center. 35m.2 Determine available resources and assess those needed to address the identified needs. 35m.3 Develop Coastal Recovery Plan and distribute in-house for review. 35m.4 Begin implementation of the Coastal Recovery Plan.	35m.1 Recommendations 35m.2 Report identifying available resources. 35m.3 Distribution List and Memorandum 35m.4 Coastal Recovery Plan	35m.1 September 2006 35m.2 October 2006 35m.3 December 2006 35m.4 January 2007	35m.1 35m.2 35m.3 35m.4		
				35o. Hancock County will assess current community resources to assist in identifying areas of concern and the programs available for families at risk.	Director of Field Operations	35o.1 Identify programs and community resources that are operating and providing services. 35o.2 Coordinate meeting to review existing services available for families.	35o.1 List of operating programs and community resources. 35o.2 Agenda/meeting minutes/notes	35o.1 June 2006 35o.2 July 2006	35o.1 35o.2		

Renegotiated Systemic Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (S) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
Systemic Factors	A	N/A						Projected:	Actual:	Projected:	Actual:
						35o.3 Partner with Coastal community resources to explore alternative solutions for safety concerns, such as schools and/or after school programs purchasing washers/dryers to wash clothes in lieu of reporting children who are living in FEMA trailers who appear to be unkempt or dirty.	35o.3 List of alternative solutions.	35o.3 September 2006	35o.3		
Item 36: Accessibility of services across all jurisdictions	X			Please Reference System Factor Service Array, Item 35 above.							
Item 37: Ability to individualize services to meet unique needs	X			Please Reference System Factor Service Array, Item 35 above.							
Systemic Factor: Agency Responsiveness to the community		X	In Substantial Conformity								
Systemic Factor: Foster and Adoptive Parent Licensing, Recruitment and Retention		X	In Substantial Conformity								

Renegotiated Safety, Permanency and Well-Being Matrix (Effective April 1, 2006)

1 Outcome or Systemic Factors and Item (s) contributing to Non-Conformity			2 Goal/ Negotiated measure/ Percent of Improvement	3 Action Steps	4 Assignment (person/Unit responsible)	5 Benchmarks Toward Achieving Goal	6 Method of Measuring Improvement	7 Benchmarks' Dates of Achievement		8 Goals of Achievement	
	A	N/A						Projected:	Actual:	Projected:	Actual:
S1: Children are, first and foremost, protected from abuse and neglect CFSR Finding: 84.4% Substantially Achieved	X										
Item 1: Timeliness of initiating investigations of reports of child maltreatment	X		Item 1 Goal: Increase the statewide percentage of intake investigations initiated within 24 hours from 67.9% to 71.99%. Data Source: Baseline was established based on two quarters July-December 2004 MACWIS "Child Investigation Timeliness Report - Statewide Summary"		Item 1 Goal Lead: Bureau Director of MACWIS, PIP and Special Projects	Item 1 Goal Benchmark: Increase the statewide percentage of intake investigations initiated within 24 hours Statewide from Baseline 67.9% to 69.99%. Data Source: Baseline established using two quarters (July-December 2004) MACWIS "Child Investigation Timeliness Report - Statewide Summary"	Item 1 Goal Method of Measuring: Method of measuring progress will be the on-going distribution and monitoring of the "Child Investigation Timeliness Report" from MACWIS: 1) Monitor reports at all levels, SO, Regional, ASWS, & caseworker levels. 2) ASWS will report monthly progress with caseworkers on investigations to RD's. 3) RD's will report to SO quarterly on improvements of investigations, and 4) SO will track changes in the data monthly and regional reports quarterly and compile results for report to ACF RO quarterly.	March 2007		March 2008	
				1a. Utilize technical assistance from the NCWRCCPS to provide recommendations for improvement to policy and practice for intake, screening, and investigation response.	Deputy Director of MACWIS, PIP Protection Unit Director/Practice Lead Policy Lead	1a. 1 Request TA through ACF RO and coordinate TA with NRC (Deputy Director)	1a.1 ACF RO written approval and confirmation from NRC	1a.1 January 2005	1a.1 January 2005		

Renegotiated Safety, Permanency and Well-Being Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (s) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
	A	N/A						Projected:	Actual:	Projected:	Actual:
						1a.2 Initiate conference calls and develop plan for TA (Deputy Director)	1a.2 TA Plan	1a.2 March 2005	1a.2 March 2005		
						1a.3 Initiate on-site training and technical assistance at the CWTI Annual Conference (Protection Unit Director and Training Program Director)	1a.3 CWTI Conference Agenda TA Report from NRC	1a.3 February 2005	1a.3 February 2005		
						1a.4 Incorporate NRC and Policy and Practice Workgroup recommendations into policy and practice changes for intake, screening, and investigation response. (Placement Unit Director/Policy Lead and Protection Unit Director/Practice Lead)	1a.4 Revised Policy Concise Practice Guides and related Training Curricula	1a.4 September 2006	1a.4		
						1a.5 Implement recommendations from NRC and Policy and Practice Workgroup as part of statewide training and release practice guides. (Training Program Director)	1a.5 Training curricula Trained statewide and practice guides released Training Evaluation Report	1a.5 December 2006 July 2007	1a.5		

Renegotiated Safety, Permanency and Well-Being Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (s) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
	A	N/A						Projected:	Actual:	Projected:	Actual:
				1b. Develop and implement Statewide training to insure consistency of intake, screening, and initiating investigations to ensure consistent practice across all regions and counties.	Deputy Director of Support Training Program Director	1b.1 Curricula, concise practice guide, and TOT materials developed by Training staff in collaboration with NRC and Policy and Practice Work Group, and Providers (Training Program Director) 1b.2 Train the trainers completed (Training Program Director) 1b.3 Designated regional training staff will partner with RD to provide training to ASWS and county social work staff per region. (Training Program Director and Regional Directors) 1b.4 Contract with University of Southern Mississippi to update Intensive Training Curricula. 1b.5 Revisions incorporated into Level 1 Intensive Training for all new workers.	1b.1 Curricula, concise practice guide and TOT materials 1b.2 Training Records 1b.3 Training Records Evaluation Report 1b.4 Finalized Contract 1b.5 Updated Intensive Training Curricula	1b.1 Finalized = September 2006 1b.2 Training Completed = October 2006 1b.3 Statewide Training Completed = December 2006 Report = July 2007 1b.4 June 2006 1b.5 Curricula Revised = March 2007, and annually thereafter	1b.1 1b.2 1b.3 1b.4 May 2006 1b.5		

Renegotiated Safety, Permanency and Well-Being Matrix (Effective April 1, 2006)

1 Outcome or Systemic Factors and Item (s) contributing to Non-Conformity			2 Goal/ Negotiated measure/ Percent of Improvement	3 Action Steps	4 Assignment (person/Unit responsible)	5 Benchmarks Toward Achieving Goal	6 Method of Measuring Improvement	7 Benchmarks' Dates of Achievement		8 Goals of Achievement	
	A	N/A						Projected:	Actual:	Projected:	Actual:
				1c. Develop and implement a system for RAP	DFCS Division Director DFCS Deputy Director of MACWIS PIP Coordinator Regional Directors	1c.1 Process developed including RAP practice guide and requirements. (SO PIP Consultant) 1c.2 Regional training and technical assistance on RAP Practice Guide to initiate county self assessment completed (PIP Coordinator and Regional Directors) 1c.3 County self assessments and workload surveys completed and submitted to RD for analysis and prioritizing. (ASWS, Regional Director, DFCS Division Director) 1c.4 Regional Strategic Planning Session completed and RAP approved by DFCS Division Director (PIP Coordinator and RD) 1c.5 Monitor RAP progress and submit progress report to SO (ASWS, RD)	1c.1 RAP Practice Guide 1c.2 Training records 1c.3 Regional Summary of Assessment and Workload Survey Results 1c.4 Approved RAP per region 1c.5 Quarterly RAP Program Improvement Progress Report	1c.1 Completed = May 2005 1c.2 Completed = February 2006 1c.3 County Assessments and Workload Surveys Sub. = June 2006 Reg. Summary = September 2006 1c.4 January 2007 1c.5 First RAP Quarterly Report = May 2007 (covering the Jan-March Quarter)	1c.1 May 2005 1c.2 February 2006 1c.3 July 2006 1c.4 1c.5		

Renegotiated Safety, Permanency and Well-Being Matrix (Effective April 1, 2006)

1 Outcome or Systemic Factors and Item (s) contributing to Non-Conformity			2 Goal/ Negotiated measure/ Percent of Improvement	3 Action Steps	4 Assignment (person/Unit responsible)	5 Benchmarks Toward Achieving Goal	6 Method of Measuring Improvement	7 Benchmarks' Dates of Achievement		8 Goals of Achievement	
	A	N/A						Projected:	Actual:	Projected:	Actual:
				1d. RAP will include action steps to improve the consistency of intake, screening, and timeliness of initiating investigations if determined to be an area needing improvement.	Regional Directors ASWS	1d.1 Based on the county self assessments develop a RAP to improve intake, screening, and timeliness of investigations if determined to be a safety priority. (ASWS and RD)	1d.1 Approved RAP per region	1d.1 Approval and implementation of RAP = January 2007	1d.1		
				1e. Utilize technical assistance from the NCWRFCPP to provide recommendations for policy and practice changes related to FCP, FTM, and CC to improve family engagement in decision-making, assessment and case planning.	Bureau Director of MACWIS, PIP and Special Projects Protection Unit Director (Practice Lead) Training Program Director Placement Unit Director (Policy Lead)	1e.1 Request TA through ACF RO and coordinate TA with NRC (Bureau Director) 1e.2 Initiate conference calls and develop plan for TA (Bureau Director) 1e.3 Initiate on-site training and technical assistance at the CWTI Annual Conference (Protection Unit Director and Training Program Director) 1e.4 Incorporate NRC recommendations into policy and practice changes for FCP, FTM, and family-centered CC. (Policy Lead and Practice Lead)	1e.1 ACF RO written approval and confirmation from NRC 1e.2 TA Plan 1e.3 CWTI Conference Agenda TA Report from NRC 1e.4 Policy, Training Curricula and practice guides completed FCP, FTM, CC training completed and practice guides released	1e.1 January 2005 1e.2 March 2005 1e.3 February 2005 1e.4 July 2005 April 2006	1e.1 January 2005 1e.2 March 2005 1e.3 February 2005 1e.4 August 2005 April 2006		

Renegotiated Safety, Permanency and Well-Being Matrix (Effective April 1, 2006)

1 Outcome or Systemic Factors and Item (s) contributing to Non-Conformity			2 Goal/ Negotiated measure/ Percent of Improvement	3 Action Steps	4 Assignment (person/Unit responsible)	5 Benchmarks Toward Achieving Goal	6 Method of Measuring Improvement	7 Benchmarks' Dates of Achievement		8 Goals of Achievement	
	A	N/A						Projected:	Actual:	Projected:	Actual:
				If. Provide statewide training and release the concise practice guide for FCP, FTM within 30 days and CC and implement.	Training Program Director	If.1 Training Curricula, TOT materials, Concise Practice Guide developed. If.2 Trainers trained If.3 Training staff will partner with RD to drill down training to all ASWS and county social work staff per region. If.4 Contract with the University of Southern Mississippi to update Intensive training Curricula. If.5 Level 1 Intensive Training curricula updated/ revised to include FCP, FTM, CC.	If.1 Curricula, TOT materials, Concise Practice Guide If.2 Training Records If.3 Training Records Evaluation Results If.4 Finalized Contract If.5 Revised Curricula	If.1 Completed = July 2005 If.2 Completed = December 2005 If.3 Statewide Completed = April 2006 Evaluation Report = October 2006 If.4 June 2006 If.5 Intensive training curricula revised and updated = March 2007, and annually thereafter	If.1 August 2005 If.2 December 2005 If.3 April 2006 If.4 May 2006 If.5		
				Ig. Each region will include in the RAP, action steps to implement FTM practice standards and guidelines to comply with policy to engage family within 30 days to develop initial ISP.	Regional Directors ASWS	Ig.1 Develop RAP to improve the practice of FTM. (RD and ASWS)	Ig.1 Approved RAP per region	Ig.1 Approval and implementation of RAP = January 2007	Ig.1		

Renegotiated Safety, Permanency and Well-Being Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (s) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
	A	N/A						Projected:	Actual:	Projected:	Actual:
				1h. Develop MACWIS Report based on "Family Team Meeting" narrative type to monitor the frequency of Family Team Meetings held within 30 days.	Bureau Director of MACWIS MACWIS Unit	1h.1 Develop MACWIS Report for ASWS and RD (MACWIS Unit)	1h.1 MACWIS Report	1h.1 July 2006	1h.1		
				1i. Implement reporting system for the ASWS and RD to provide feedback about improvements on the timeliness of investigations and FTM based on MACWIS reports.	Bureau Director of MACWIS PIP Coordinator	1i.1 Develop ASWS Monthly and RD Quarterly Progress Improvement Reports. 1i.2 Train RD and ASWS on reporting. 1i.3 Implement reporting with implementation of RAP.	1i.1 Reporting forms and instructions 1i.2 Training records 1i.3 Monthly and Quarterly Progress Improvement Reports.	1i.1 Completed = May 2005 1i.2 Completed = February 2006 1i.3 Implement ASWS report = January 2007 and on-going RD Quarterly Report = May 2007 and on-going	1i.1 May 2005 1i.2 February 2006 1i.3		
				1j. Re-structure and implement the supervisory case review to include the assessment of practice on one in-home case per worker every 90 days.	Bureau Director of MACWIS, PIP Lead: Tracy Malone, Region I Supervisory Review Committee	1j.1 Narrative type added to MACWIS to include "Supervisory Administrative Review" 1j.2 Develop MACWIS report to pull case review data pertaining to "Supervisory Administrative Review" type report	1j.1 MACWIS Report and MACWIS Release Notes 1j.2 MACWIS Supervisory Report	1j.1 July 2005 1j.2 July 2006	1j.1 May 2005 1j.2		

Renegotiated Safety, Permanency and Well-Being Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (s) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
	A	N/A						Projected:	Actual:	Projected:	Actual:
						1j.3 Supervisory Review Committee to revise MDHS – SS -408 Supervisory Administrative Review form to include in-home case information to be integrated into MACWIS	1j.3 Revised Supervisory Administrative Review form for both in-home and custody cases	1j.3 August 2005	1j.3 August 2005		
						1j.4 MACWIS System Requirements Document completed and shared with Supervisory Review Committee.	1j.4 MACWIS System Requirements Document	1j.4 August 2006	1j.4		
						1j.5 Change tickler from ISP due at 3 month to supervisory administrative review tickler to be sent to ASWS at two months and RD if not completed at 3 months to monitor supervisory reviews.	1j.5 MACWIS Release note	1j.5 March 2007	1j.5		
						1j.6 MACWIS System Requirements Documents designed, developed and tested for implementation in MACWIS.	1j.6 MACWIS Work Plan	1j.6 October 2006	1j.6		
						1j.7 Supervisory Administrative Review Concise Practice Guide Completed	1j.7 Practice Guide	1j.7 April 2007	1j.7		

Renegotiated Safety, Permanency and Well-Being Matrix (Effective April 1, 2006)

1			2	3	4	5	6	7		8	
Outcome or Systemic Factors and Item (s) contributing to Non-Conformity			Goal/ Negotiated measure/ Percent of Improvement	Action Steps	Assignment (person/Unit responsible)	Benchmarks Toward Achieving Goal	Method of Measuring Improvement	Benchmarks' Dates of Achievement		Goals of Achievement	
	A	N/A						Projected:	Actual:	Projected:	Actual:
						1j.8 Training provided to ASWS on Supervisory Case Review, Practice Guide & MACWIS. 1j.9 Release notes and concise practice guide posted on MACWIS website 1j.10 Supervisory Administrative Review deployed in MACWIS and implemented in practice. 1j.11 MACWIS report developed to pull case review data based on Supervisory Administrative Review.	1j.8 Training records 1j.9 MACWIS Release Notes and Practice Guide 1j.10 MACWIS Screen Shots 1j.11 MACWIS Supervisory Case Review Report	1j.8 May 2007 1j.9 May 2007 1j.10 June 2007 1j.11 First Quarterly Report = December 2007	1j.8 1j.9 1j.10 1j.11		
				1k. Improve collaboration with MS Band of Choctaws Social Services on coordination of protective service cases related to children of Choctaw families who are not covered or eligible for services through the MS Band of Choctaws or Choctaw Social Services.	DFCS Division Director Bureau Director of Support Regional Directors Area Social Work Supervisors	1k.1 Meeting Initiated between Regional Directors for Regions 3 and 4, and ASWS for Neshoba County and adjoining counties and Choctaw Social Services. 1k.2 Interagency agreement developed	1k.1 Agenda and Meeting Minutes 1k.2 Written Interagency Agreement	1k.1 July 2006 1k.2 Dev. = January 2007	1k.1 August 2006 1k.2 Dev. =		